

# Provider Survey Review

State of Hawai`i Med-QUEST Division (MQD)

2022 MQD Home & Community Based Services (HCBS) Rate Study

SEPTEMBER 2022



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# Survey Introduction and Background

# Project Background

- The State of Hawai`i Med-QUEST Division (MQD) is conducting an initial rate study for its Medicaid Home and Community-Based Services (HCBS) programs that is supported by two main drivers:
  - The Hawai`i State Legislature in 2022 passed Senate Resolution #4, which requests the Department of Human Services to study the feasibility of increases in the Medicaid reimbursement rates for Community Care foster family homes, expanded adult residential homes, and other home and community care providers and services.<sup>1</sup>
  - MQD’s HCBS spending plan under the American Rescue Plan Act of 2021 (ARPA), which specifies the “initiative will include a rate study to identify baseline rates and establish competitive rate methodologies”.<sup>2</sup>

<sup>1</sup> “Urging the Department of Human Services to Study the Feasibility of Increasing Payment to Hawaii’s Community Care Foster Family Homes and Expanded Adult Residential Care Homes for Medicaid Recipients,” S.R. No. 4, The Senate Thirty-First Legislature, 2022, State of Hawaii, Retrieved from: [SR4 \(hawaii.gov\)](https://www.hawaii.gov/dhs/sr4/).

<sup>2</sup> “Spending Plan for Implementation of American Rescue Plan Act of 2021, Section 9817,” State of Hawaii, Department of Human Services, July 2021, Retrieved from: [hi-spending-plan-for-implementation.pdf \(medicaid.gov\)](https://www.hawaii.gov/dhs/hi-spending-plan-for-implementation.pdf).



## Services Under Review

- Community Care Management Agency (CCMA) specialized case management
- Community Care Foster Family Home
- Homemaker/Companion/Chore (PA1)
- Personal Care/Personal Assistance/Attendant Care (PA2)
- Private Duty Nursing RN and LPN
- Expanded Adult Residential Care Home
- Self-Directed Personal Assistance

Additional services to be considered in a future rate study phase

# 2022 MQD HCBS Provider Survey Background

## Survey Purpose

- Help MQD meet the requirements of:
  - Senate Resolution #4 from the 2022 Hawai'i State Legislature
  - MQD's HCBS spending plan under the American Rescue Plan Act of 2021 (ARPA) Support the goal understanding provider costs associated with the delivery of Medicaid-funded HCBS services and developing HCBS comparison rates.
- MQD is conducting an HCBS Provider Cost and Wage Survey ("Survey Tool") to collect cost and wage data from HCBS providers participating in the Hawai'i Medicaid Quest Integration (QI) program.
- Results from the Survey Tool will inform the development of benchmark "comparison rates" for select services in MQD's 2022 HCBS Rate Study.
- ***This Survey Tool gives provider(s) the opportunity to share key data to inform the development of HCBS comparison rates and is a critical component of this Rate Study.***
- MQD **strongly** encourages your participation in this survey to help MQD gain a better understanding of Hawai'i HCBS provider resource requirements. Information collected through this survey process includes staffing, wages, and other cost information incurred by HCBS providers.
- Your response will be held confidential and will not be shared with other providers - MQD plans to share aggregated data from survey responses but will not share provider-specific data.

# 2022 MQD HCBS Provider Survey Participants

- **Providers delivering the following services are being asked to complete the survey:**
  - Residential care:
    - Community care foster family home (CCFFH)
    - Expanded Adult Residential Care Home (E-ARCH)
  - Home care:
    - Attendant care
    - Homemaker service, chore, and companion
    - Home health aide
    - Nursing care in home Registered Nurses (RNs) and Licensed Practical Nurse (LPN)
    - Self-directed personal service
  - Community Care Management Agency (CCMA) specialized case management

# Overview of Survey Data Elements

- **Read Me** – information to support the opening and saving of the provider survey.
- **General** – provider’s identification and contact information, and organization-wide information regarding type of services, turnover, and NPIs.
- **Wages** – number of full-time equivalents, wages, training, and payment differentials for shifts or islands.
- **Admin and Program Support Costs** – overall cost structure including administrative and program support costs, clinical/direct care workers and supervisors’ salaries and wages, employee related expenses, transportation costs, and health benefits.
- **Residential Care Staffing** (*for CCFFH and E-ARCH providers only*) – staffing information for residential services, including Medicaid IDs, licensed bed capacity, census, and staffing model, as well as hours worked per shift.
- **Notes** – open worksheet to provide additional information to support the responses included in the provider survey.

# Key Questions

- **When is the survey due?**

October 28, 2022.

- **Where can I find the survey?**

- The Excel-based provider survey and all support materials has been emailed from MQD to all participants.
- At a later date the provider survey will be posted to the 2022 MQD HCBS Rate Study project webpage.

- **What support is available to complete the survey?**

- The provider survey includes a set of instructions that reviews the template
- There is a recorded training video that can be accessed by clicking on this link:  
<https://vimeo.com/754386651/710ffeb18d>

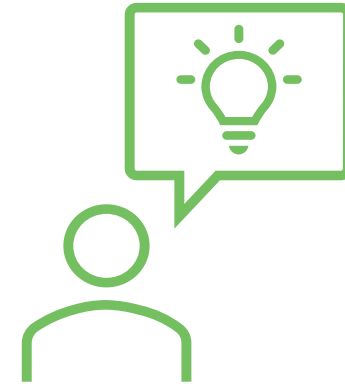
- **How do I submit the survey?**

After completing the survey, please attach the finalized survey to an email and it send to:  
[HI.HCBS.Survey@Milliman.com](mailto:HI.HCBS.Survey@Milliman.com).



# Helpful Tips

- Providers should submit one completed survey only; it may reflect information for multiple sites.
- A single submitted survey may include information for multiple NPI numbers or Medicaid IDs (for residential services).
- If you have any questions while completing the provider survey, please email Milliman for technical assistance ([HI.HCBS.Survey@Milliman.com](mailto:HI.HCBS.Survey@Milliman.com)).



## Do you need additional support?

There is a dedicated email inbox for questions that are not answered in the instructions, training materials, or FAQs [HI.HCBS.Survey@Milliman.com](mailto:HI.HCBS.Survey@Milliman.com).

# Review of the Provider Survey



# Questions and Answers

# Provider Survey Questions and Answers

## **When is the survey due?**

The provider survey is due October 28, 2022, but all survey participants are encouraged to complete the provider survey prior to the deadline.

## **If I am a residential provider, do I need to report a National Provider Identifier (NPI) number?**

No, residential providers (providers that deliver E-ARCH and CCFFH services) can leave the NPI fields blank on work the worksheet *A. General*. However, residential providers are expected to report a Medicaid ID number on worksheet *D. Residential Care Staffing*.

## **For worksheet *B. Wages*, what is considered a full-time employee?**

For hourly employed (non-contracted) staff, the reporting provider organization should consider its standard work week for purposes of determining and reporting staffing. For example, if an organization's standard work week is 35 hours, hourly employees working 35 hours per week should be considered as 1.0 FTEs, and hourly employees working 21 hours per week should be considered as 0.6 FTEs.

# Provider Survey Questions and Answers (Continued)

**On the worksheet C. Admin & Program Supp Costs, our organization does not organize our administrative staff by compliance, management, and support; how should we report our administrative salaries and wages?**

If your organization does not identify administrative staff by compliance, management, or support, you can report all administrative salaries and wages on line a. *Compliance*.

## **What are administrative costs?**

Expenses incurred by the provider organization necessary to support the provision of services but not directly related to providing services to individuals. These expenses **exclude** transportation, wages and employee-related expenses for direct care. Administrative expense may include, but are not limited to, the following:

- Liability and other insurance
- Licenses and taxes
- Legal and audit fees
- Accounting and payroll services
- Billing and collection services
- Bank service charges and fees
- Training and employee development expenses, including related travel
- Information technology
- Telephone and other communication expenses
- Office and other supplies including postage
- Accreditation expenses, dues, memberships, and subscriptions
- Meeting and administrative travel related expenses
- Interest expense and financing fees

# Provider Survey Questions and Answers (Continued)

## What are room and board costs?

Board means three meals a day or any other full nutritional regimen. Room means hotel or shelter type expenses including all property related costs such as rental or purchase of real estate and furnishings, maintenance, utilities, and related administrative services.

## What if we only provide one service? Do we need to complete the whole survey?

You are only responsible for reporting the services you provide. Below is a summary of each worksheet and participation requirements:

- A. General – all respondents
- B. Wages – all respondents
- C. Admin & Program Supp Costs – all respondents
- D. Residential Care Staffing – only residential providers
- E. Notes – all respondents

For example, if you only provide private duty nursing, you do not need to report information for case management or residential services.

# Provider Survey Questions and Answers (Continued)

**If I only provide services on one island or do not vary my pay based upon an island of employment, what should I report on worksheet *B. Wages*?**

If you do not vary your pay based upon the island of employment, you should respond “no” to question two and leave table “2.a.” blank.

**I have read the instructions, attended a training, and still need support, who can I contact?**

Please email Milliman at [HI.HCBS.Survey@milliman.com](mailto:HI.HCBS.Survey@milliman.com) with your technical assistance questions.

The project website will host project updates and survey questions and answers. Once the project website is up and running, MQD will email a link to the website and supporting materials.



# Next Steps

# Next Steps

- Reach out across your organization as needed for the data to complete the survey.
- Check your email inbox to access the provider survey instructions and provider survey tool.
- Be on the lookout for a project website with frequently asked questions and supporting materials.
- Submit your completed survey to Milliman via email ([HI.HCBS.Survey@Milliman.com](mailto:HI.HCBS.Survey@Milliman.com)) by **October 28, 2022**.

**Thank you!**

# Limitations

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